



ADA Coordination
Agenda Coordination
Animal Services
Art in Public Places
Audit and Management Services
Aviation
Building Code Compliance
Building
Business Development
Capital Improvements
Citizen's Independent Transportation Trust
Communications
Community Action Agency
Community & Economic Development
Community Relations
Consumer Services
Corrections & Rehabilitation
Countywide Healthcare Planning
Cultural Affairs
Elections
Emergency Management
Employee Relations
Enterprise Technology Services
Environmental Resources Management
Fair Employment Practices
Finance
Fire Rescue
General Services Administration
Historic Preservation
Homeless Trust
Housing Agency
Housing Finance Authority
Human Services
Independent Review Panel
International Trade Consortium
Juvenile Assessment Center
Medical Examiner
Metropolitan Planning Organization
Park and Recreation
Planning and Zoning
Police
Procurement
Property Appraiser
Public Library System
Public Works
Safe Neighborhood Parks
Seaport
Solid Waste Management
Strategic Business Management
Team Metro
Transit
Urban Revitalization Task Force
Vizcaya Museum and Gardens
Water and Sewer

Dear Miami-Dade County Resident:

Your County government has a vision. We aspire to Deliver Excellence Every Day in all the services we provide to our community. Are we perfect? No, but we take this vision seriously and are working hard every day to achieve that vision for you - our customers.

The County provides many different services to you and our community's more than 2 million residents. For example, we likely treat and pump the drinking water that flows from your faucet, maintain many of the roads on which you travel, respond to the public safety and emergency needs in many of the County's neighborhoods, provide meals to our homebound seniors, and provide a system of over 250 parks for our community's children to play in, just to name a few of our many important responsibilities. It is our job to provide you the services you need and want - 24/7.

In order for us to improve, we need to hear from you.

We realize this survey will take time to complete. But, as we strive to do better each day, we need to know how you, our customers, rate our services. Please be assured that your responses will be confidential. *Please also know that only a limited number of households were selected at random to receive this survey, so your response is critical.*

If you have any questions about the survey, please contact us at 786-331-5346. I appreciate your time and look forward to using the results to improve the way we serve you.

Sincerely,

George M. Burgess
County Manager

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Estimado residente del Condado de Miami-Dade:

El gobierno de su Condado tiene un objetivo. Nuestra aspiración es prestar servicios con excelencia día tras día en todo lo que hacemos por nuestra comunidad. ¿Que si somos perfectos? No, pero tomamos este objetivo muy en serio, motivo por el que trabajamos arduamente cada día para hacer realidad este objetivo para ustedes, nuestros usuarios.

El Condado presta muchos servicios diferentes a usted y a los más de dos millones de residentes de nuestra comunidad. Por ejemplo, probablemente seamos nosotros los que purificamos y bombeamos el agua que usted bebe y que fluye de su llave. Entre otras de nuestras muchas responsabilidades importantes, se encuentran la de mantener muchas de las vías públicas sobre las que usted se desplaza, responder a las necesidades de seguridad pública y emergencia de muchos de los vecindarios del Condado, proveer comidas a nuestras personas mayores confinadas en sus hogares y cuidamos de un sistema de más de 250 parques para que jueguen los niños de nuestra comunidad. Asimismo, forma parte de nuestras obligaciones el prestarle a usted los servicios que necesita y quiere las 24 horas del día, los siete días de la semana.

Para mejorar, tenemos que conocer su parecer.

Sabemos que le tomará algún tiempo rellenar esta encuesta. Sin embargo, a medida que tratamos de hacer el mejor trabajo posible cada día, también necesitamos saber la forma en que ustedes, nuestros usuarios, clasifican nuestros servicios. Les aseguramos que sus respuestas se mantendrán en secreto. *Deseo que sepa además que sólo se escogieron al azar un número limitado de familias para recibir esta encuesta, de modo que sus respuestas son de importancia crítica.*

Si desea hacer alguna pregunta o le interesa rellenar la encuesta en español, llame al 1-888-801-5368 y habla con Teri. Le agradezco el tiempo que le dedique usted a esta encuesta. Estoy muy interesado en conocer e implementar los resultados para mejorar la forma en que le prestamos nuestros servicios.

Atentamente,



George M. Burgess
Administrador del Condado

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Community Relations
Consumer Services
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Chè Rezidan Konte Miami-Dade:

Gouvènman Konte w'lan gen yon vizyon. Nou ta renmen livre bon kalite sèvis chak jou nan tout sèvis ke nou bay kominote nou an. Èske nou pafè? Non, men nou serye sou koze vizyon nou an epi nou travay di chak jou pou nou kapab reyalize vizyon sa a pou w menm - kliyan nou yo.

Konte an ba w menm ak pliske 2 milyon rezidan nan kominote an anpil diferan sèvis. Pa egzanp, siman se nou ki ponpe ak trete dlo ki pase nan tiyo lakay w, antretyen plizyè nan wout ke w itilize yo, reponn a apèl anka dijans yo epi apèl yo, nan plizyè katye nan Konte an, nan ka sekirite piblik la an danje., distribye manje bay grandèt nou yo ki blije rete lakay yo, epi mete yon sistèm anplas ki genyen pliske 250 pak pou ti moun yo nan kominote an kapab jwen, sa se kèk nan divès responsablite enpòtan ke nou genyen. Se travay nou pou nou ba nou sèvis ke nou bezwen yo ak sèvis ke nou vle yo - 24 sou 24 /7 jou sou 7.

Pou nou kapab amelyore, nou bezwen tande opinyon w.

Nou reyalize ke sondaj sa a gendwa pran enpe tan pou nou ranpli li. Men, kòm nap esesye travay pi byen de jou an jou, li nesèsè pou nou konnen kouman w menm, kliyan nou yo, jije sèvis nou yo. Tanpri mwen asire nou ke repons nou yo ap rete konfidansyèl "sekrè". *Mwen ta renmen fè w konnen tou, ke se yon kantite fanmi byen limite ke yo chwazi pou jwenn sondaj sa a, alòske mwen swete ke w konprann enpòtans repons w yo.*

Si w ta genyen ankenn kestyon, oswa w ta renmen ranpli sondaj lan an Kreyòl, tanpri rele 1-888-801-5368 epi mande pou Teri. Mwen apresye tan w pèdi pou ba mwen atansyon w epi mwen vreman atann mwen a rezilta yo pou mwen konnen kouman pou nou amelyore fason ke nap ba w sèvis yo.

Sensèman,



George M. Burgess
Manadjè Konte

Miami-Dade County 2005 Community Survey

Thank you for taking the time to complete this important survey. Please circle the response that most closely matches your opinion. **YOUR RESPONSES ARE CONFIDENTIAL.** When you are finished, please return your survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

1. Overall Quality of Life Ratings		Excellent	Good	Neutral	Below Average	Poor	Don't Know
Please rate Miami-Dade County:							
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to work	5	4	3	2	1	9
D.	As a place to retire	5	4	3	2	1	9

2. Overall Miami-Dade County Government Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Overall quality of services provided by Miami-Dade County government	5	4	3	2	1	9
B.	Overall quality of customer service you receive from Miami-Dade County employees	5	4	3	2	1	9
C.	Overall value you receive for your Miami-Dade County taxes and fees	5	4	3	2	1	9

3. Overall Municipal Government Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4)							
A.	Overall quality of services provided by your municipal government	5	4	3	2	1	9
B.	Overall value you receive for your municipal taxes and fees	5	4	3	2	1	9

4. Organizational Goals		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please rate your level of agreement with the following statements:							
A.	Miami-Dade County government is customer-focused	5	4	3	2	1	9
B.	Miami-Dade County government continuously improves services	5	4	3	2	1	9
C.	Miami-Dade County government uses your tax dollars wisely	5	4	3	2	1	9
D.	Miami-Dade County government delivers excellent public services that address community needs & enhance quality of life	5	4	3	2	1	9

5. Miami-Dade County Water and Sewer Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Overall quality of drinking water provided by Miami-Dade County	5	4	3	2	1	9
B.	Overall quality of sewer (wastewater treatment) services provided Miami-Dade County	5	4	3	2	1	9

6. Public Safety Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Overall quality of police services	5	4	3	2	1	9
B.	Overall quality of fire services	5	4	3	2	1	9
C.	Overall quality of local emergency/medical ambulance services	5	4	3	2	1	9
D.	Overall quality of animal care and control services	5	4	3	2	1	9
E.	Overall quality of the County's emergency preparedness services	5	4	3	2	1	9
POLICE SERVICES							
F.	Police efforts to prevent property crime	5	4	3	2	1	9
G.	Police efforts to prevent violent crime	5	4	3	2	1	9
H.	Courtesy, respectfulness, fairness of police officers	5	4	3	2	1	9
I.	Enforcement of local traffic laws	5	4	3	2	1	9
J.	Access to police during emergencies	5	4	3	2	1	9
K.	Access to police during non-emergencies	5	4	3	2	1	9

7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST? [Please write in the letters below using the letters from Question 6 above]

1st. _____ 2nd. _____

8. Public Safety Behavior and Perceptions		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please rate your level of agreement with the following statements:							
A.	My household is prepared with food, water, and other supplies for an emergency, such as a natural disaster or terrorist attack	5	4	3	2	1	9
B.	I know where to get information during an emergency	5	4	3	2	1	9
C.	I feel safe walking alone during the day in my neighborhood	5	4	3	2	1	9
D.	I feel safe walking alone during the evening in my neighborhood	5	4	3	2	1	9

9. Transportation Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Maintenance of County streets	5	4	3	2	1	9
B.	Management of traffic flow on County streets	5	4	3	2	1	9
C.	Traffic signal coordination during peak congestion times	5	4	3	2	1	9
D.	Overall quality of Miami-Dade County's public transit system (buses, passenger trains)	5	4	3	2	1	9
E.	Ease of finding out which trains and buses to take	5	4	3	2	1	9
F.	Availability of sidewalks for pedestrians	5	4	3	2	1	9
G.	Miami International Airport (MIA) services	5	4	3	2	1	9
H.	Miami Seaport (cruise lines, cargo) services	5	4	3	2	1	9

10. How frequently do you use mass transit (buses/trains) in Miami-Dade County?

____ (1) Almost every day ____ (3) 1-3 times a month ____ (5) Never
 ____ (2) 1-3 times a week ____ (4) Less than once a month

11. Mass Transit Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
MetroBus							
A.	Bus routes (they go where I need to go)	5	4	3	2	1	9
B.	Frequency of bus service	5	4	3	2	1	9
C.	Reliability of bus service	5	4	3	2	1	9
D.	Feeling of safety at the bus stops	5	4	3	2	1	9
E.	Cleanliness of buses	5	4	3	2	1	9
F.	Cleanliness of bus stops	5	4	3	2	1	9
G.	Courtesy of bus drivers	5	4	3	2	1	9
MetroRail							
H.	Frequency of train service	5	4	3	2	1	9
I.	Reliability of train service	5	4	3	2	1	9
J.	Feeling of safety at the train stops	5	4	3	2	1	9
K.	Cleanliness of trains	5	4	3	2	1	9
L.	Cleanliness of train stops	5	4	3	2	1	9
M.	Ease of access to train stops	5	4	3	2	1	9

12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST? [Please write in the letters below using the letters from Question 11 above]

1st. _____ 2nd. _____

13. Miami-Dade Health and Human Services Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Availability of services to seniors	5	4	3	2	1	9
B.	Availability of services to children	5	4	3	2	1	9
C.	Availability of services for persons with disabilities	5	4	3	2	1	9
D.	Availability of services to people on a low or fixed income	5	4	3	2	1	9
E.	Availability of affordable housing	5	4	3	2	1	9
F.	Overall quality of Health and Human Services	5	4	3	2	1	9
G.	Ease of finding information regarding Health and Human Services	5	4	3	2	1	9

14. Miami-Dade County Communications Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	The availability of information about County programs and services	5	4	3	2	1	9
B.	The overall level of public involvement in Miami-Dade County government	5	4	3	2	1	9
C.	Information programming on the County Government's cable station, Miami-Dade TV	5	4	3	2	1	9
D.	The County's website, www.miamidade.gov	5	4	3	2	1	9
E.	Overall effectiveness of County communication with the public	5	4	3	2	1	9

15. Where do you currently obtain information about County Government issues, services, and events? (please check all that apply)

- ☐ (01) Civic Association Newsletters/Websites
☐ (02) Community Newspapers
☐ (03) County Answer Center/311
☐ (04) County Cable Station, Miami-Dade TV
☐ (05) County Office/Phone Number (Not 311)
☐ (06) County Website: www.miamidade.gov

- ☐ (07) El Nuevo Herald
☐ (08) Local TV/Cable News
☐ (09) Radio-station - English _____
☐ (10) Radio-station - Spanish _____
☐ (11) The Miami Herald
☐ (99) Other: _____

16. Street Maintenance Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
Please rate the MAJOR STREETS near your home regarding the following:							
A.	Overall smoothness	5	4	3	2	1	9
B.	Overall cleanliness (lack of litter/debris)	5	4	3	2	1	9
C.	Tree canopy along streets	5	4	3	2	1	9
D.	Landscaping along streets/in medians	5	4	3	2	1	9
E.	Quality of road signs	5	4	3	2	1	9
F.	Prevention of street flooding	5	4	3	2	1	9
Please rate the SIDE STREETS near your home regarding the following:							
G.	Overall smoothness	5	4	3	2	1	9
H.	Overall cleanliness (lack of litter/debris)	5	4	3	2	1	9
I.	Tree canopy along streets	5	4	3	2	1	9
J.	Quality of road signs	5	4	3	2	1	9
K.	Prevention of street flooding	5	4	3	2	1	9
Please rate the following WASTE COLLECTION SERVICES near your home:							
L.	Curbside garbage collection services	5	4	3	2	1	9
M.	Curbside recycling services	5	4	3	2	1	9
N.	Curbside bulky waste collection	5	4	3	2	1	9

17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? [Please write in the letters below using the letters from Question 16 above]

1st : _____ 2nd : _____

18. Community Appearance Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Overall appearance of Miami-Dade County	5	4	3	2	1	9
B.	Overall appearance of your neighborhood	5	4	3	2	1	9
C.	Maintenance of residential property in your neighborhood	5	4	3	2	1	9
D.	Maintenance of business property in your neighborhood	5	4	3	2	1	9
E.	Cleanliness of waterways near your home (canals, beaches, rivers)	5	4	3	2	1	9

19. Community Planning and Development Ratings		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Development and land use in the County	5	4	3	2	1	9
B.	Development and land use in your neighborhood	5	4	3	2	1	9
C.	How well the County is managing growth	5	4	3	2	1	9
D.	Opportunities for involvement in community economic development efforts	5	4	3	2	1	9
E.	Overall effectiveness of revitalization efforts in low income areas in the County	5	4	3	2	1	9
F.	The County process for getting building permits for construction/renovation	5	4	3	2	1	9
G.	The County process for conducting building inspections for construction/renovation	5	4	3	2	1	9
H.	Property Appraiser's Office (this office, among other duties, determines the value of homes, etc. for property tax purposes)	5	4	3	2	1	9
I.	Tax Collector's Office (this office, among other duties, collects local property taxes and issues occupational licenses in the County)	5	4	3	2	1	9

20. Have you had contact by phone or in-person with any Miami-Dade County department in the last twelve months?

___(1) Yes – answer 20a ___(2) No – go to 21

20a. Which of the following Miami-Dade County services did you contact? (check all that apply)

- | | |
|---------------------------------------|---|
| ___(01) 311/County Answer Center | ___(07) Property tax collection |
| ___(02) 911/Emergency services | ___(08) Street maintenance (pothole, street lights) |
| ___(03) Library services | ___(09) Transit services |
| ___(04) Parks and recreation programs | ___(10) Garbage collection/recycling |
| ___(05) Police (non-emergency) | ___(11) Water and sewer services |
| ___(06) Property appraisal | ___(99) Other: _____ |

21. Customer Service Ratings

Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A. It was easy to find the person who could address my request	5	4	3	2	1	9
B. The County employees that assisted me were courteous and professional	5	4	3	2	1	9
C. I was able to get my question or concern resolved	5	4	3	2	1	9
D. The response time to address my request was reasonable	5	4	3	2	1	9
E. The County employees went the extra mile to get my issue heard & resolved	5	4	3	2	1	9
F. I was satisfied with my experience	5	4	3	2	1	9

22. Which TWO areas of customer service listed above do you think Miami-Dade County needs to improve the MOST? [Please write in the letters below using the letters from Question 21 above]

1st. _____ 2nd. _____

23. Miami-Dade County Culture, Park and And Library Ratings

Please rate your satisfaction with the following:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Information Availability						
A. Availability of information regarding cultural, park, & library programs and services	5	4	3	2	1	9
Cultural Facilities and Activities						
B. Overall quality of cultural facilities, theaters, museums and arts centers	5	4	3	2	1	9
C. Availability of cultural facilities	5	4	3	2	1	9
D. Availability of arts activities like dance, theater, music, art exhibitions and festivals	5	4	3	2	1	9
Miami-Dade County Parks and Park Programs						
E. Overall quality of County park system	5	4	3	2	1	9
F. Quality of park ground maintenance	5	4	3	2	1	9
G. Quality of park facilities maintenance	5	4	3	2	1	9
H. Quality of park programs	5	4	3	2	1	9
I. Availability of park programs	5	4	3	2	1	9
J. Availability of green space near your home	5	4	3	2	1	9
Miami-Dade County Libraries						
K. Overall quality of the County's library system	5	4	3	2	1	9
L. Quality of library facilities maintenance	5	4	3	2	1	9
M. Availability of the materials you need	5	4	3	2	1	9
N. Hours libraries are open	5	4	3	2	1	9

24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? [Please write in the letters below using the letters from Question 23 above]

1st. _____ 2nd. _____

25. Community Relations Ratings		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please rate your level of agreement with the following statements:							
A.	Racial or ethnic tension is a problem in Miami-Dade County as a whole	5	4	3	2	1	9
B.	Racial or ethnic tension is a problem in my neighborhood	5	4	3	2	1	9
C.	Miami-Dade County Government does a good job of promoting positive relations between different groups who live here	5	4	3	2	1	9

A.	Racial or ethnic tension is a problem in Miami-Dade County as a whole	5	4	3	2	1	9
B.	Racial or ethnic tension is a problem in my neighborhood	5	4	3	2	1	9
C.	Miami-Dade County Government does a good job of promoting positive relations between different groups who live here	5	4	3	2	1	9

26. In the last 12 months, did you renew your auto tag in Miami-Dade County?

26a. IF YES: If you renewed your auto tag (license plate) in the last 12 months, how do you rate that experience?

26b. IF YES: What method did you use to renew your auto tag?

27. Have you heard of Team Metro?

27a. If YES: How did you learn about Team Metro?

27b. If YES: How do you rate Team Metro services?

28. Optional: What one area is the most important to you regarding quality of life in Miami-Dade County? Write your ideas in the space provided below.

[illegible]

Please tell us a little about you!
This will help us know how well our survey represents our community.

29. Approximately how many years have you lived in Miami-Dade County? _____ years
30. Which of the following best describes your race/ethnicity (check all that apply)?
____ (1) Far East Asian (ex. - Chinese, Korean)
____ (2) South Asian (ex. - Indian, Pakistani)
____ (3) Black - African American
____ (4) Black - Hispanic
____ (5) Black – Other (ex – Haitian, Other West Indies)
____ (6) White – Non Hispanic
____ (7) White - Hispanic
____ (8) American Indian/Eskimo
31. Are you or other members of your household of Cuban or Other Hispanic or Latin ancestry?
____ (1) Yes – Cuban Ancestry
____ (2) Yes – Other Hispanic or Latin Ancestry
____ (3) No
33. How many persons, including yourself, are currently living in your household?
(write the number of people in each age group in the space provided)
Under age 10 _____ Ages 20-44 _____ Ages 65+ _____
Ages 11-19 _____ Ages 45-64 _____
34. Which of the following best describes your home?
____ (1) Single family/Townhome/Duplex/Triplex
____ (2) Multi family (apartment/condo)
____ (3) Other: _____
35. Do you live in a gated community or a multi-family building with security?
____ (1) Yes
____ (2) No
____ (9) Don't Know
36. Would you say your total annual household income is:
____ (1) Under \$14,999
____ (2) \$15,000 to \$29,999
____ (3) \$30,000 to \$49,999
____ (4) \$50,000 to \$99,999
____ (5) \$100,000 or more
37. Do you own or rent your home?
____ (1) Own
____ (2) Rent
38. Your gender:
____ (1) Male
____ (2) Female

This concludes the survey. Thank you for your time!

Please return your survey in the postage-paid envelope addressed to ETC Institute

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the County are having problems with county services. If your address is not correct, please provide the correct information.